



Falmouth Public Safety Communications

August 2017 Report



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Summary

This report provides an overview of the performance of the Falmouth Public Safety Communications Center for the month of July 2017. Operational meetings with Police and Fire continue at regular intervals. These meetings provide forums to review, discuss and evaluate current operating procedures and protocols, and to make recommendations for changes toward improvement of the Center.

Call Volume and Calls for Service

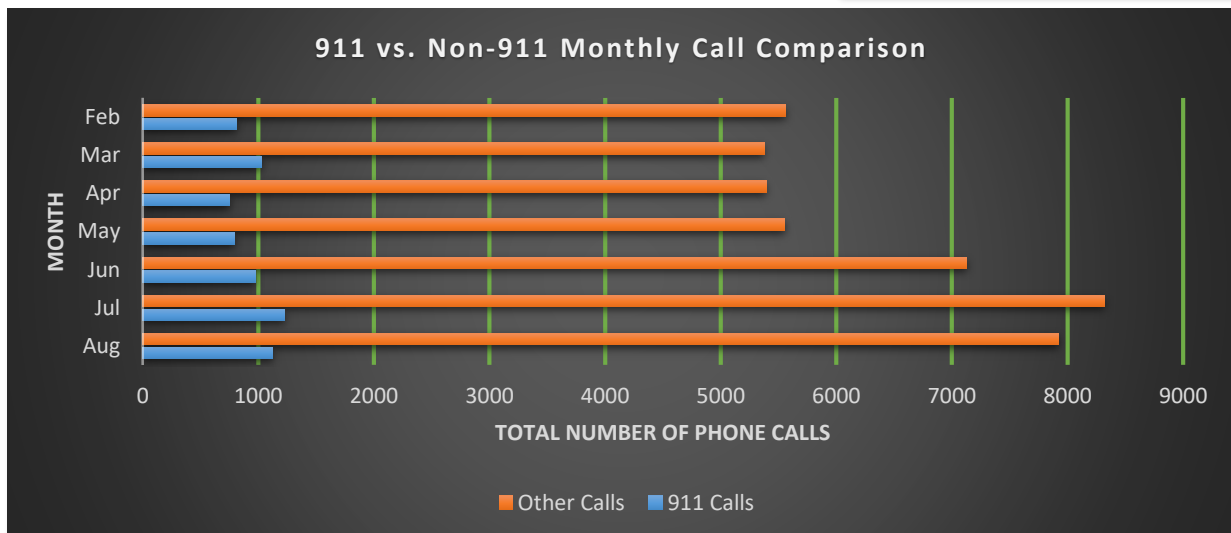
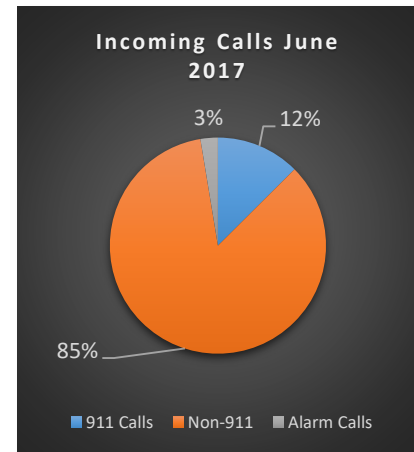
In August 2017, there were a total of 9,047 incoming phone calls for the Communications Center, consisting of 1,125 emergency 911 phone calls (County Transfers); 7,922 local emergency phone calls (1212,2323) and non-emergency phone calls.

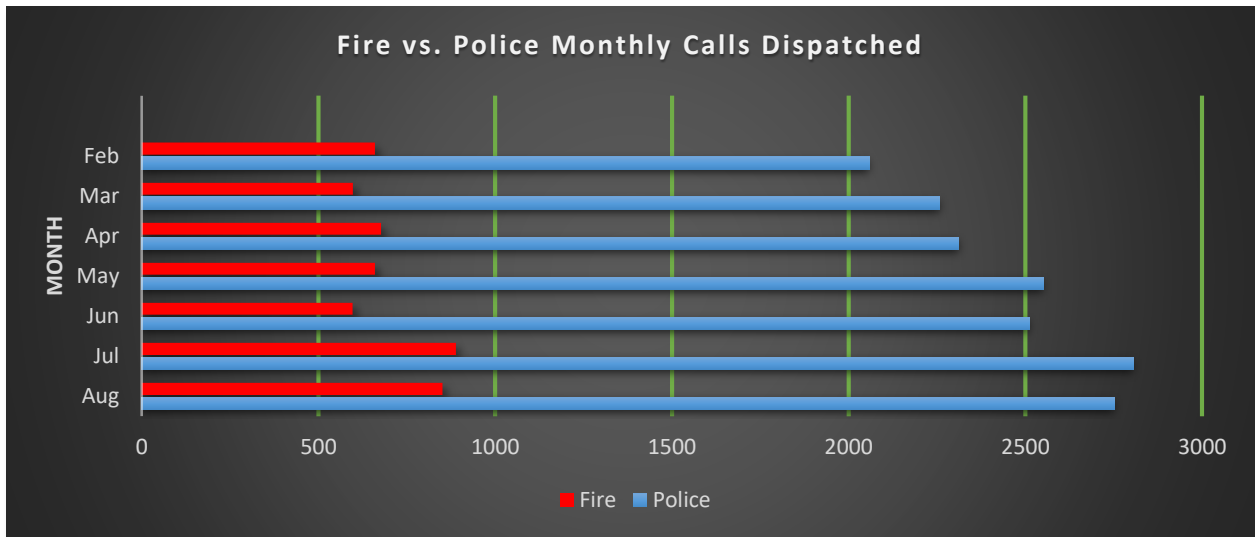
The Communications Center logged approximately 3,602 calls into the CAD system for Police, Fire, Rescue, DPW, Animal Control and Marine Services.

Monthly Calls / Calls for Service Volume

The tables below illustrate the number of calls handled by the Communications Center for the month of August 2017.

| Call Volume | Total |
|--|--------------|
| 911 Calls Answered | 1,125 |
| Non 911 Calls Answered | 7,922 |
| Total Incoming Calls | 9,047 |
| Fire Alarm Calls Answered | 61 |
| Burglar Alarm Calls Answered | 192 |
| Total Alarm Calls | 253 |
| Call Averages | |
| Average phone calls per day | 291.8 |
| Average phone calls per hour | 12.15 |
| Calls for Service | |
| Fire Department | 851 |
| Police Department | 2751 |
| Fire Alarm Boxes in/out of Service Calls | |





PERSONNEL COUNTS

Number of Full-Time Employees – 8 (2 vacant Communication Officer positions)

Time Used

Vacation Used – 16 hours

Sick Used – 16 hours

PTO Used

Open Unfilled Shifts – 368 hours

Overtime Expenditure

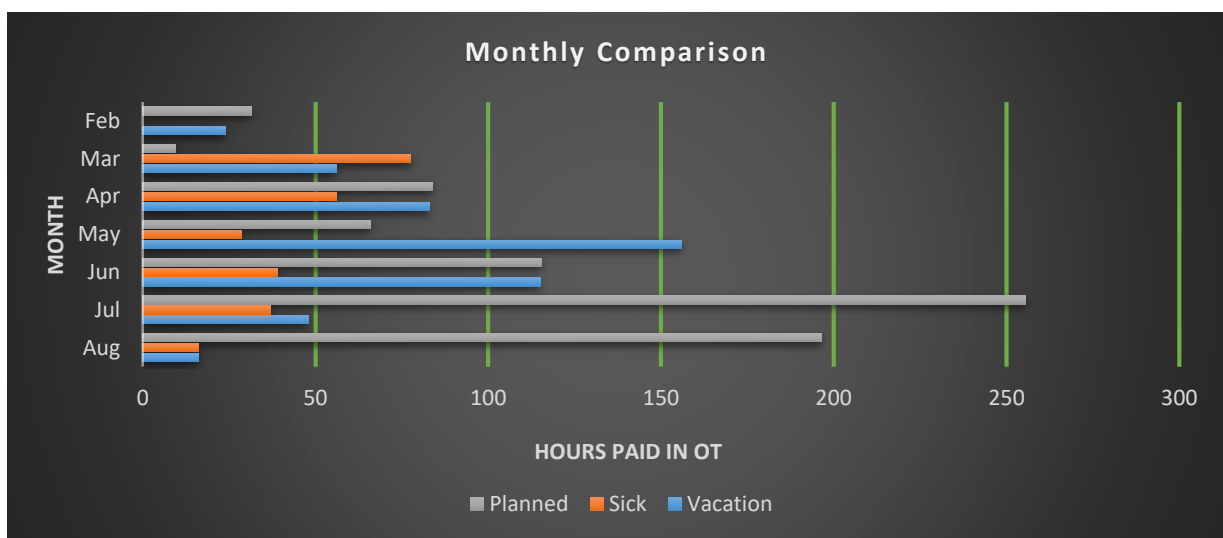
Vacation Coverage – 16 hours

Sick Coverage – 16 hours

Hold Over Coverage

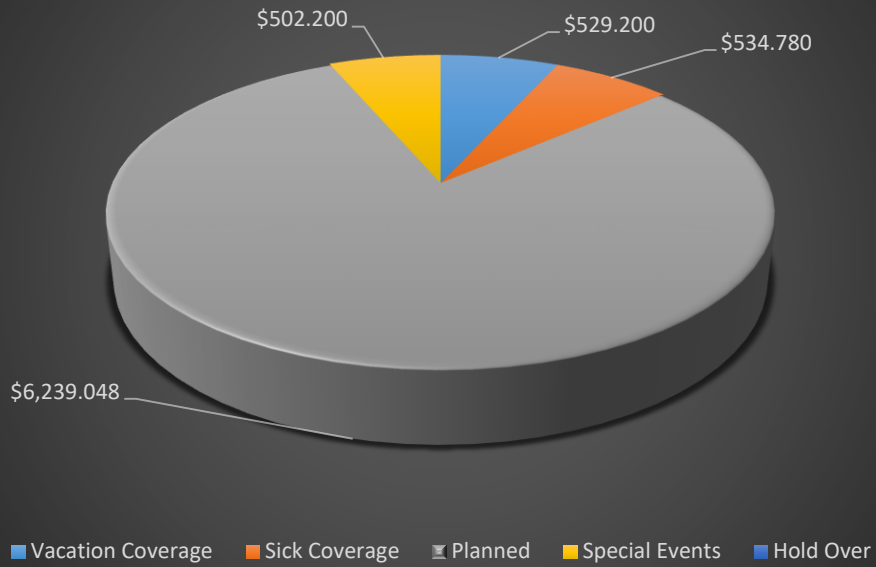
Special Events (Road Race) – 16 hours

Other – 196.50 (Includes vacant unfilled shifts from resignations)

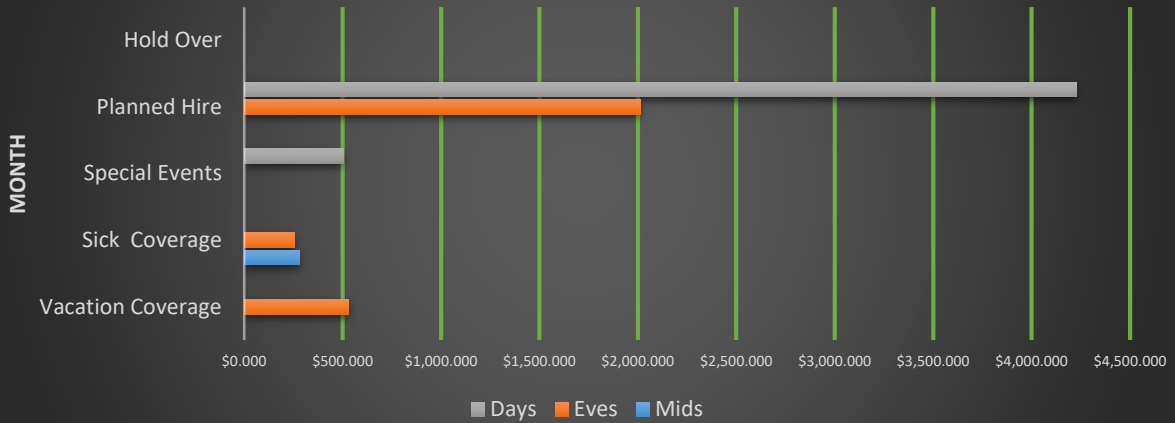


Planned hires consist of backfilling open vacant positions due to recent resignations.

Overtime Costs by Reason Aug 2017



Overtime Cost by Shift Aug 2017



| | January-17 | February-17 | March-17 | April-17 | May-17 | June-17 | July-17 | August-17 | September-17 | October-17 | November-17 | December-17 | Totals | % Change Prv Month |
|------------------------------|------------|-------------|----------|----------|--------|---------|---------|-----------|--------------|------------|-------------|-------------|--------|--------------------|
| 911 Calls Answered | | 814 | 1028 | 752 | 793 | 979 | 1228 | 1125 | | | | | 6719 | -8% |
| Non-911 Calls Answered | | 5564 | 5377 | 5393 | 5552 | 7130 | 8321 | 7922 | | | | | 45259 | -5% |
| Fire Alarm Calls Answered | | 41 | 27 | 36 | 46 | 39 | 54 | 61 | | | | | 304 | 13% |
| Burglar Alarm Calls Answered | | 180 | 208 | 191 | 198 | 245 | 201 | 192 | | | | | 1415 | -4% |
| Average Phone Calls per Day | | 228 | 206.6 | 204.8 | 204.7 | 270.3 | 308 | 291.8 | | | | | 1714.2 | -5% |
| Average Phone Calls per Hour | | 9.5 | 8.6 | 8.53 | 8.52 | 11.26 | 12.8 | 12.15 | | | | | 71.36 | -5% |
| Fire Dispatched Calls | | 660 | 597 | 677 | 660 | 596 | 889 | 851 | | | | | 4930 | -4% |
| Police Dispatched Calls | | 2058 | 2258 | 2312 | 2550 | 2511 | 2806 | 2751 | | | | | 17246 | -2% |

